

**Summary 2004**  
**Consumer Information Report for**  
**Facilities for the Developmentally Disabled (FDDs)**

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**Manitowoc HCC FDD**  
2021 S ALVERNO RD  
MANITOWOC, WI 54220  
(920)683-4100

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**License Number:** 2996  
**Number of Licensed Beds:** 32  
**Medicare Certified?** NO  
**Medicaid Certified?** YES  
**Ownership Type:** GOVERNMENTAL COUNTY  
**Owner:** MANITOWOC COUNTY BOARD

**Staff Retention Rates**

FDD Staff	Staff Retention Rates (Percent of staff employed for at least one year)		
	This FDD	MANITOWOC County Average (2 FDDs)	State of Wisconsin Average (34 FDDs)
<b>Full-time Nurses (RNs)</b>	100%	50%	89%
<b>Part-time Nurses (RNs)</b>	0%	38%	84%
<b>Full-time Nurses (LPNs)</b>	100%	50%	92%
<b>Part-time Nurses (LPNs)</b>	100%	100%	82%
<b>Full-time Nurse Aides</b>	100	100%	86%
<b>Part-time Nurse Aides</b>	100%	95%	76%

See the back of this page for more summary information. This summary was prepared by the Bureau of Quality Assurance, Division of Disability and Elder Services, Wisconsin Department of Health & Family Services. See the full Consumer Information Report, 2004 on the internet at <http://dhfs.wisconsin.gov/bqaconsumer/NursingHomes/CIRindex.htm>. The full report and the most recent survey report is also available in the facility, or can be requested from the Bureau at (608)266-8368.

## Federal Violations Cited in State "Inspection" Surveys for

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### Manitowoc HCC FDD

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This summary table provides a count of federal violations cited for this FDD in 2004, by category of violation. County and state averages are shown as comparison data. Surveys are conducted by the State survey agency at least every 12 months, and may be conducted more often. See the full Consumer Information Report, 2004 for details.

Federal Regulation Categories*	Federal Violations		
	Total Number of Cites For This Facility	Average # Cites for MANITOWOC County (2 FDDs)	Average # of Cites for State of Wisconsin (34 FDDs)
*Each category consists of many specific regulations. See detail in Consumer Information Report.			
<b>Quality of Care:</b> Provide care that promotes resident's highest level of well-being. Example: Provide sufficient staff to provide direct care to residents.	3	2	1.5
<b>Resident Services:</b> Provide services that meet state standards. Example: Provide preventive medical care.	0	1	1.9
<b>Quality of Life:</b> Provide a pleasant, homelike atmosphere. Example: Provide a continuous active treatment program.	2	1	1.3
<b>Resident Rights:</b> Assure individual rights. Example: Assure right to personal privacy.	4	2	1.8
<b>Freedom from Restraints/Abuse:</b> Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse.	0	0	0.1
<b>Other Administrative Violations</b>	0	0	0.4
<b>Total Number of Violations</b>	9	5	7.0

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## INTRODUCTION

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### Manitowoc HCC FDD

2021 S ALVERNO RD  
MANITOWOC, WI 54220  
(920)683-4100

- License Number: 2996
- BQA Regional Office: Northeastern
- This facility is licensed to operate as a Facility for the Developmentally Disabled (FDD)
- The owner of this FDD (the licensee) is:  
**MANITOWOC COUNTY BOARD**
- This FDD is under GOVERNMENTAL COUNTY ownership.
- The 2004 Level of Federal Certification for this FDD is:  
**Medicaid (Title 19) Nursing Facility (NF)**

**SECTION 1** of this report describes the numbers and types of **Federal regulation deficiencies** found during surveys conducted in 2004. "Deficiencies" are cited for noncompliance with Federal regulations. This section also compares these numbers to averages for all FDDs of similar size.

**SECTION 2** provides information about **staff turnover** and **staff retention** rates at this FDD in 2004. It compares these rates to the averages for all FDDs of similar size.

**SECTION 3** describes the most recently available information on this FDD's **level of nurse staffing**, compared to the level required by State code.

**APPENDICES** include: **Appendix A** - a list of **resource agencies** for consumers; **Appendix B** and **C** - **formulas** to calculate nursing staff turnover, retention rates and staffing percentages; and **Appendix D** - **statewide averages** for information in Sections 1-3.

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## SECTION 1 - SURVEY RESULTS FOR THIS FACILITY

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Facilities for the Developmentally Disabled (FDDs) in Wisconsin operate under rules enacted by the Federal government (for the Medicaid program) and by the State of Wisconsin. Surveyors from the Wisconsin Division of Disability and Elder Services, Bureau of Quality Assurance, conduct unannounced inspections at each FDD at least once each year to determine if the FDD complies with all State and Federal rules. State surveyors also conduct follow-up visits to ensure that violations have been corrected, and to investigate complaints.

When state surveyors determine that an FDD is not in compliance with a Federal regulation, the FDD is cited with a violation or "deficiency". The number and type of violations cited in 2004 surveys are described in this report.

The number of Federal regulation deficiencies cited in Wisconsin FDDs during 2004 surveys ranged from **0 to 22, with an average of 7.0 deficiencies.**

In 2004 surveys, Manitowoc HCC FDD, MANITOWOC, which has 32 licensed beds, was cited with:

### **9 Federal regulation deficiency(ies)**

Statewide, the average number of deficiencies for an FDD with 1-49 beds was **6.**

In addition, this home was cited with **0** federal building safety violations. The statewide average in 2004 was **1.9** federal building safety violations.

## **Federal Regulation Deficiencies:**

To determine Federal regulation deficiencies, surveyors use a resident-centered process which places emphasis on individual outcomes. Surveyors observe the delivery of active treatment and interview individuals, families, advocates and staff to confirm that the individual's needs are appropriately and adequately met on a consistent basis.

If this home was cited with Federal deficiencies in 2004 surveys, those deficiencies are listed below. Each deficiency listed is followed by the abbreviation of its federal regulation category: Quality of Care (QC), Resident Services (RS), Quality of Life (QL), Resident Rights (RR), Freedom from Restraints/Abuse (FRA), and Other Violations (OT). **A deficiency may be listed more than once if it was cited more than once during the year.**

CLIENT RTS-ALLEGATIONS OF ABUSE REPORTED 10/26/2004

CLIENTS RTS-ENCOURAGE EXERCISE RIGHTS 08/24/2004

CLIENTS RTS-FREE FROM DRUGS/RESTRAINTS 06/17/2004

CLIENTS RTS-PRIVACY DURING TREATMENT 06/17/2004

CONTINUOUS ACTIVE TREATMENT PROGRAM 06/17/2004

DRUG-WITHDRAWN UNDER PROGRAMS 06/17/2004

FACILITY PRACTICES-INTERVEN CLIENTS PROGRAM 08/24/2004

PROG MONITORING-CONDUCTED/CONSENT-COMMITTEE 08/24/2004

PROGRAM MONITORING-APPROVE INDIVID PROGRAMS 08/24/2004

For further information about violations, ask the administrator of this facility to see the facility's most recent survey report, or contact the Bureau of Quality Assurance (608)266-8368.

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## SECTION 2 - STAFF TURNOVER AND RETENTION

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### Nursing Staff:

This section provides two measures describing the rate of change among nursing employees from January 1, 2004 through December 31, 2004: a "turnover rate" and a "retention rate." The turnover rate is based on new hires during the year as a proportion of total staffing in a category. The retention rate is based on the proportion of staff in a category at the beginning of the year who are still employed by the end of the year. The formulas used to calculate nurse staffing turnover and one-year retention rates are explained in [Appendix B](#).

Rates are calculated separately for full-time employees, persons working 37.5 hours or more per week, and part-time employees, persons working less than 37.5 hours per week. An "NS" indicates the FDD reported having *no staff* in that particular category.

Registered nurses (RNs) are nurses who are licensed and hold a certificate of registration by the State of Wisconsin. In 2004, this FDD had:

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| <ul style="list-style-type: none"><li>• <b>A turnover rate for full-time RNs of 0%,</b><br/>vs. 15% statewide and 28% across all FDDs<br/>with 1-49 beds.</li></ul>  |
| <ul style="list-style-type: none"><li>• <b>A turnover rate for part-time RNs of NS%,</b><br/>vs. 22% statewide and 12% across all FDDs<br/>with 1-49 beds.</li></ul> |

In some cases, the turnover rate might be artificially high because one position changes frequently throughout the year. For example, if an FDD with ten nurses had one position that was filled by five people throughout the year, the turnover rate is 50% (5 divided by 10) even though nine of the ten nurses did not change. The "retention rate" captures a sense of the stability of staff outside of the positions that changed frequently. In the example just used, the one-year retention rate is 90% (i.e., nine of the ten nurses had worked at least one year).

In 2004, this FDD had:

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| <ul style="list-style-type: none"><li>• <b>A retention rate for full-time RNs of 100%,</b><br/>vs. 89% statewide and 83% across all FDDs<br/>with 1-49 beds.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>A retention rate for part-time RNs of 0%,</b><br/>vs. 84% statewide and 92% across all FDDs<br/>with 1-49 beds.</li></ul>   |

Licensed practical nurses (LPNs) are nurses who are licensed by the State of Wisconsin as practical nurses. At this FDD in 2004, there was:

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| <ul style="list-style-type: none"><li>• <b>A turnover rate for full-time LPNs of 0%,</b><br/>vs. 18% statewide and 5% across all FDDs<br/>with 1-49 beds.</li></ul>     |
| <ul style="list-style-type: none"><li>• <b>A turnover rate for part-time LPNs of 0%,</b><br/>vs. 20% statewide and 18% across all FDDs<br/>with 1-49 beds.</li></ul>    |
| <ul style="list-style-type: none"><li>• <b>A retention rate for full-time LPNs of 100%,</b><br/>vs. 92% statewide and 95% across all FDDs<br/>with 1-49 beds.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>A retention rate for part-time LPNs of 100%</b><br/>vs. 82% statewide and 87% across all FDDs<br/>with 1-49 beds.</li></ul>  |

Nursing assistants (NAs) provide direct personal care to residents, but are not registered nurses or licensed practical nurses. At this FDD in 2004, there was:

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| <ul style="list-style-type: none"><li>• <b>A turnover rate for full-time NAs of 0%,</b><br/>vs. 25% statewide and 26% across all FDDs<br/>with 1-49 beds.</li></ul>    |
| <ul style="list-style-type: none"><li>• <b>A turnover rate for part-time NAs of 0%,</b><br/>vs. 31% statewide and 35% across all FDDs<br/>with 1-49 beds.</li></ul>    |
| <ul style="list-style-type: none"><li>• <b>A retention rate for full-time NAs of 100%,</b><br/>vs. 86% statewide and 82% across all FDDs<br/>with 1-49 beds.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>A retention rate for part-time NAs of 100%,</b><br/>vs. 76% statewide and 70% across all FDDs<br/>with 1-49 beds.</li></ul> |

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### SECTION 3 - DIRECT CARE STAFFING PERCENTAGE

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Each FDD is required by law to provide a minimum number of direct care hours based on the number of residents it has and the type of care those residents require. When the number of required hours is compared to the number of hours actually worked, the result is the "staffing percentage." For example, if an FDD was staffed at exactly the minimum number of hours required, that facility was staffed at 100%. If the FDD provided 10% more direct care hours than required, the staffing percentage was 110%. If the FDD provided 10% fewer direct care hours than required, the staffing percentage was 90%.

A staffing percentage of 100% or higher indicates that the FDD meets state-required minimum staffing levels. However, a higher staffing level may be required to adequately meet the needs of the residents. This FDD had:

**A nurse staffing percentage of 149%,**  
Vs. a range of 103% to 327% statewide and an average of  
174 % across all nursing homes with 1-49 beds.

This facility's most recently available staffing percentage, relative to other FDDs, can be seen in the following chart. This chart depicts the number of facilities whose staffing percentage is at intervals of 25% from the required state minimums.

Staffing Percentage	FDDs
100.0 – 124.9	6
125.0 – 149.9	8
150.0 – 174.9	8
175.0 – 199.9	1
200.0 – 224.9	3
225.0 – 249.9	2
250.0 + Over	6

The formula used to calculate the staffing percentage is explained in [Appendix C](#). Statewide averages of direct care percentages can be found in [Appendix D](#).